



Flexible Spending Account (FSA) Mini-Video Frequently Asked Questions (FAQs)

(1) I have questions about the video, who do I contact?

Please email the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put “FSA Video” in the subject line of your email.

(2) Is the video only offered online?

Yes, the video is only offered online.

(3) I don't have computer access at work, how do I complete the video?

If you need assistance, please see your Human Resources/Benefits Office. You may also access the video on your computer at home or via a tablet or smart phone.

(4) What if I have a disability that makes it difficult to view the video?

The video contains audio and visual graphics. Please note that there is “Captioning” available in the video. If requested, the Statewide Benefits is happy to provide a copy of the captioning in MS Word format. Please contact the Statewide Benefits Office (SBO) at sbo.communications@state.de.us and put “FSA Video” in the subject line of your email.

(5) When I try to launch the video, the screen just sits there and nothing happens. What should I do?

This is typically an issue with your pop-up blocker. Please contact your IT department to have them check the settings on your computer.

(6) How do I set up a mobile device with the Delaware Learning Center (DLC)?

In DLC, go to “User Help Resources” and select “How do I...” Then, select “Setting up Mobile Devices with the Delaware Learning Center” for step-by-step instructions.

(7) How does someone get an Identity Management System (IMS) account?

IMS accounts are requested through the IMS login page at <https://login.doe.k12.de.us>, then approved and created by your LEA's Information Security Officer (ISO).

(8) Who can I contact if I have a questions about Schoology, IMS or PDMS?

Questions about Schoology, IMS or PDMS should be directed to John McClenny, PDMS/Schoology Administrator, with DOE's Technology Resources and Data Development, via email at john.mcclenny@doe.k12.de.us.